

## VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 49

Page 1 of 4

Name of the NPS Unit:	National Capital Parks-Central			VTS Group:	Surface
Name of VTS:	Landmark Services Tourmobile, Inc.			NPS Region:	National Capital
Respondent's Name:	Nelson Hoffman			Annual Visitors:	6,094,875
Respondent's Title:	Concessions Specialist				
Respondent's Phone:	(202) 485-9696	Fax:	(202) 426-9696	E-mail:	nelson_hoffman@nps.gov

## Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1969	1.6a Contract Term (years):	17
1.2 Who currently manages the VTS service?	Concessioner	1.6b Contract Start Date:	1/1/89
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	12/31/05
1.5a Concessioner Name:	Landmark Services Tourmobile, Inc.		
1.5b Concessioner Address:			
1.5c Concessioner Telephone:	(202) 554-5100		

## Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Tram / Arlington National	3.1	67	49	15	35	100
Tram / Fredrick Douglass	15	1	0	0	0	100
Tram / Mount Vernon	38.5	3	0	0	0	100
Tram / Washington Mall	13.3	88	30	15	20	100

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

## Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	High
Resource Protection Rating:	High	Sustainability Rating:	High

3.3 What is the primary purpose of VTS?

## Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?

Current Year Start Date:

Next Year Start Date:

Current Year End Date:

Next Year End Date:

4.2 Peak Demand Start Date:

Low Demand Start Date:

Peak Demand End Date:

Low Demand End Date:

## Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule?

If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly?

5.4 Is Schedule Provided to Operators?

5.3 Is Schedule Adjusted Daily?

5.5 Is Schedule Available to Visitors?

## VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 49

Page 2 of 4

## Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

Contractor/Concessioner

6.2 Total Fleet Size:

38

6.3 Number of vehicles or vessels operated in service at a single time?

38

6.4 Do any vehicles employ alternative fuels?

No

Alternative Fuel Type:

Compressed Natural Gas  
(CNG)

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Tourmobile	T1		1967	9000	Gas	TM	1
2	Tourmobile	T2		1967	11000	Gas	TM	1
3	Tourmobile	T3		1967	10000	Gas	TM	1
4	Tourmobile	T4		1969	12000	Gas	TM	1
5	Tourmobile	T5		1969	14000	Gas	TM	
6	Tourmobile	T6		1969	14000	Gas	TM	
7	Tourmobile	T7		1969	14000	Gas / CNG	TM	1
8	Tourmobile	T8		1969	13000	Gas /CNG	TM	1
9	Tourmobile	T9		1969	11500	Gas	TM	1
10	Tourmobile	T10		1969	8000	Gas	TM	1
11	Tourmobile	T11		1969	11000	Gas	TM	1
12	Tourmobile	T12		1969	7000	Gas	TM	1
13	Tourmobile	T13		1969	10000	Gas	TM	1
14	Tourmobile	T14		1970	12000	Gas	TM	1
15	Tourmobile	T15		1970	16000	Gas	TM	1
16	Super Tram	T16		1972	5050	Gas	TM	2
17	Super Tram Tr.	16A		1972		Gas	TM	2
18	Super Tram Tr.	16B		1972		Gas	TM	2
19	Super Tram	17		1972	3500	Gas	TM	2
20	Super Tram Tr.	17A		1972		Gas	TM	2
21	Super Tram Tr.	17B		1972		Gas	TM	2
22	Super Tram	18		1972	3500	Gas	TM	2
23	Super Tram Tr.	18A		1972		Gas	TM	2
24	Super Tram Tr.	18B		1972		Gas	TM	2
25	Super Tram	19		1972	3200	Gas	TM	2
26	Super Tram Tr.	19A		1972		Gas	TM	2
27	Super Tram Tr.	19B		1972		Gas	TM	2
28	Tourmobile	20		1973	8500	Gas	TM	1
29	Super Tram	21		1973	3800	Gas	TM	2
30	Super Tram Tr.	21A		1973		Gas	TM	2
31	Super Tram Tr.	21B		1973		Gas	TM	2
32	Tourmobile	22		1973	14000	Gas	TM	1
33	Tourmobile	T23		1974	11000	Gas	TM	1
34	Tourmobile	T24		1974	14000	Gas	TM	1
35	Super Tram	S25		1974	3600	Gas	TM	2
36	Super Tram Tr.	S25A		1974		Gas	TM	2
37	Super Tram Tr.	S25B		1974		Gas	TM	2
38	Tourmobile	T26		1976	9000	Gas	TM	1

## VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 49

Page 3 of 4

39	Super Tram	S27		1976	3200	Gas	TM	2
40	Super Tram Tr.	S27A		1976		Gas	TM	2
41	Super Tram Tr.	S27B		1976		Gas	TM	2
42	Tourmobile	T28		1976	14000	Gas	TM	1
43	Tourmobile	T29		1976	14000	Gas	TM	1
44	MCI	32		1981	6500	Deisel	TM	2
45	MCI	33		1981	6800	Deisel	TM	2
46	MCI	34		1981	6500	Deisel	TM	2
47	Eldorado	MIV-35		1983	3500	Gas	TM	1
48	Eldorado	MIV-36		1983	3500	Gas	TM	1
49	Champion	MIV-39		1989	4200	Deisel	TM	1
50	Champion	MIV-40		1989	4000	Deisel	TM	1
51	Champion	MIV-41		1989	3800	Deisel	TM	1
52	Champion	MIV-42		1989	3200	Deisel	TM	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

## Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

☒ Yes

7.2 Who owns the VTS facilities?

☐ Wholly Owned by Contractor/Concessioner

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Maintenance Department		Contractor/Concessioner	Tourmobile	1
Office		Contractor/Concessioner	Tourmobile	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

## Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

☒ Yes

If so, how often are the counts made?

☐ Daily

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	7742	2812	1368421
FY 1995	8911	3306	1595829
FY 1994	10374	3578	1778034
FY 1993	10757	3672	1832465
FY 1992	10364	3239	1677861

## Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

☒ Yes

10.2 Does Fare vary according to Season, day of week or time of year?

☐ No

10.3 Does Fare Vary between adults and children?

☒ Yes

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Tram / Arlington National								
Tram / Fredrick Douglass								
Tram / Mount Vernon								

## VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 49

Page 4 of 4

Tram / Washington Mall

## Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way?

No

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

Yes

11.3 Basis for Payments Received:

Percent of Gross Revenues

Percent of Gross Revenues:

7.00  
%

11.3 Other Basis for Payments Received:

Building use fee

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$6,749,275.00	\$6,321,954.00	\$6,693,012.00	\$6,570,367.00	\$5,997,190.00
Operating Cost	\$6,121,578.00	\$6,209,681.00	\$5,611,107.00	\$6,070,576.00	\$5,297,078.00
Concessioner Fees	\$479,949.00	\$450,037.00	\$534,757.00	\$336,018.00	\$307,360.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$479,949.00	\$450,037.00	\$534,757.00	\$336,018.00	\$307,360.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

## Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:

Comprehensive Coverage:

Property Coverage:

Public Liability Coverage:

Medical Coverage:

Collision Premium:

Comprehensive Premium:

Property Premium:

Public Liability Premium:

Medical Premium:

Other Insurance:

Other Premium:

Total Premium:

12.2 Who pays Insurance?

Concessioner

12.5 Who conducts substance abuse screening?

Independent Contract

12.3 Who pays Operator Ins.?

Concessioner

12.6 Who conducts safety training program?

CDL Safety Training

12.4 Who pays special license?

Internal CDL Training Program

12.7 Who maintains substance abuse program?

Personnel Manager

12.4 Who screens operator history?

Operations Manager

Who regulates VTS vessels and crews?

12.8 Number of injury claims in past 5 yrs?

25

## Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?

Yes

13.2 Are there written Hazmat Program procedures?

Yes

13.3 Is there a written Maintenance Training Program?

Yes

13.4 Is there a written Safety Program for VTS maintainers?

Yes

13.5 Is AC Brake Certification required?

No

13.6 Are federal (e.g., OSHA) Records Maintained?

Yes

13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?

1

13.8 What is the number of preventable maintenance road calls made during FY 1996?

0

## Section 14: What Future Plans are there for VTS Service

Planned Mods:

Draft study recommends increase in capacity, frequency and area serviced by VTS, with goal to move visitors from parking areas to numerous locations within park.

Plan Reports:

No